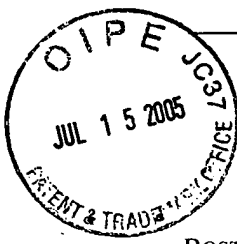


3629  
CPW



LAHIVE  
&  
COCKFIELD  
L L P

COUNSELLORS AT LAW  
28 STATE STREET  
BOSTON, MASSACHUSETTS 02109-1784  
TELEPHONE (617) 227-7400  
FAX (617) 742-4214  
www.lahive.com

JOHN A. LAHIVE, JR. (1928-1987)  
JAMES E. COCKFIELD (1930-2005)\*  
THOMAS V. SMURZYNSKI  
GIULIO A. DeCONTI, JR.  
ELIZABETH A. HANLEY  
AMY BAKER MANDRAGOURAS  
ANTHONY A. LAURENTANO  
KEVIN J. CANNING  
JANE E. REMILLARD  
DEBRA J. MILASINCIC, Ph.D.  
MEGAN E. WILLIAMS, Ph.D.  
WILLIAM A. SCOFIELD, JR.  
SIBLEY P. REPERT  
JOHN D. LANZA  
DAVID R. BURNS  
JOHN S. CURRAN  
SEAN D. DETWEILER  
HATHAWAY P. RUSSELL \*  
MARIA LACCOTRIPE ZACHARAKIS, Ph.D.

\*DANIELLE L. HERRITT  
EUIHOON LEE \*\*  
MANEESH GULATI  
CYNTHIA M. SOROOS  
PETER W. DINI, Ph.D.  
MICHAEL J. BASTIAN, Ph.D.  
CHRISTOPHER J. McKENNA  
VINCENT P. LOCCISANO  
JAMES M. MCKENZIE  
CYNTHIA M. GILBERT  
LEIGH J. MARTINSON  
JILL R. GORNY  
SAPNA MEHTANI, Ph.D.  
  
OF COUNSEL  
JEREMIAH LYNCH  
JEANNE M. DIGIORGIO  
CYNTHIA L. KANIK, Ph.D.  
BENEDICT A. MONACHINO

PATENT AGENTS  
CRISTIN E. HOWLEY, Ph.D.  
JILL ANN MELLO, Ph.D.  
CHRISTOPHER E. DRABIK  
JAMES H. VELEMA  
JACOB G. WEINTRAUB  
BRIAN C. TRINQUE, Ph.D.

TECHNICAL SPECIALISTS  
CATHERINE M. BISHOP  
DEBORAH L. NAGLE, Ph.D.  
ANNE JACQUELINE WIZEMAN, Ph.D.  
CHRISTOPHER R. COWLES, Ph.D.  
W. ELANA WANG  
MEAGHAN L. RICHMOND, Ph.D.  
SHARON M. WALKER, Ph.D.

\* Admitted in TX only  
\*\* Admitted in CT only

July 13, 2005

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Re: U.S. Patent Application No.: 09/577,225  
For: *METHOD AND APPARATUS FOR SERVICE LEVEL MANAGEMENT*  
(SLM)  
Inventors: Lundy M. Lewis  
Filed: May 23, 2000  
Our Ref. No.: APB-017RCE

Dear Sir:

I enclose herewith for filing in the above-identified application the following:

1. Information Disclosure Statement;
2. PTO Form SB/08; and
3. A Return Postcard.

No additional costs are believed to be due in connection with the filing of this Information Disclosure Statement. However, please charge any necessary fees in connection with the enclosed statement to our Deposit Order Account No. 12-0080. For this purpose, a duplicate of this sheet is attached.

I hereby certify that this correspondence is deposited with the United States Postal Service as first class mail in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450 on:

July 13, 2005  
Date

David R. Burns  
David R. Burns, Registration No. 46,590

Respectfully submitted,  
LAHIVE & COCKFIELD, LLP

David R. Burns  
Registration No. 46,590  
Attorney for Applicant



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of: Lundy M. Lewis

Serial No.: 09/577,225

Filed: May 23, 2000

For: *METHOD AND APPARATUS FOR SERVICE  
LEVEL MANAGEMENT (SLM)*

Attorney Docket No.: APB-017RCE

Group Art Unit: 3629

Examiner: T. D. Nguyen

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Certificate of First Class Mailing (37 CFR §1.8(a))

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450 on the date set forth below.

July 13, 2005

Date of Signature and of Mail Deposit

By:

David R. Burns

David R. Burns

Reg. No. 46,590

Attorney for Applicant

INFORMATION DISCLOSURE STATEMENT

Dear Sir:

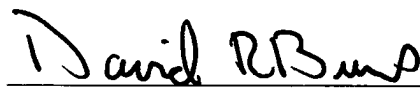
Applicant and his Attorney are aware of the following additional publications, listed on the attached PTO Form SB/08, and in accordance with 37 CFR §1.97 hereby submit these publications for the Examiner's consideration.

This statement is not to be interpreted as a representation that the cited publications are material, that an exhaustive search has been conducted, or that no other relevant information exists. Nor shall the citation of any publication herein be construed *per se* as a representation that such publication is prior art. Moreover, the

Applicant understands that the Examiner will make an independent evaluation of the cited publications.

In accordance with 37 CFR §1.97(b)(4), no additional costs are believed to be due in connection with the filing of this Information Disclosure Statement. However, please charge any necessary fees in connection with the enclosed statement to our Deposit Order Account No. 12-0080.

Respectfully submitted,  
LAHIVE & COCKFIELD, LLP

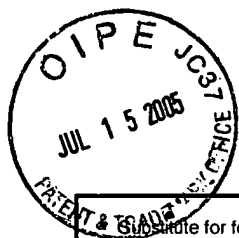
A handwritten signature in black ink, reading "David R. Burns". The signature is written in a cursive style with a horizontal line underneath.

David R. Burns  
Registration No. 46,590  
Attorney for Applicant

28 State Street  
Boston, MA 02109  
(617) 227-7400

Date: July 13, 2005

DRB/rl  
Enclosures



PTO/SB/08a/b (08-03)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (Use as many sheets as necessary)				<b>Complete if Known</b>	
				Application Number	09/577,225
				Filing Date	May 23, 2000
				First Named Inventor	Lundy M. Lewis
				Art Unit	3629
				Examiner Name	T. D. Nguyen
Sheet	1	of	1	Attorney Docket Number	APB-017RCE

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
	B1	5,197,005 A1	03-23-1993	Shwartz, S., <i>et al.</i>	
	B2	5,446,730 A1	08-29-1995	Lee, W.C., <i>et al.</i>	
	B3	6,012,095 A1	01-04-2000	Thompson, D.R., <i>et al.</i>	
	B4	6,012,152 A1	01-04-2000	Douik, S., <i>et al.</i>	
	B5	6,026,442 A1	02-15-2000	Lewis, L.M., <i>et al.</i>	
	B6	6,052,722 A1	04-18-2000	Mehdi, T.	
	B7	6,070,244 A1	05-30-2000	Orchier, J., <i>et al.</i>	
	B8	6,108,700 A1	08-22-2000	MacCabee, M.M., <i>et al.</i>	
	B9	6,112,301 A1	08-29-2000	Johnson, F.L.	
	B10	6,167,445 A1	12-26-2000	Gai, S., <i>et al.</i>	
	B11	6,230,203 B1	05-08-2001	Koperda, F.R., <i>et al.</i>	
	B12	6,233,449 B1	05-15-2001	Glitho, R., <i>et al.</i>	
	B13	6,249,755 B1	06-19-2001	Yemini, Y., <i>et al.</i>	
	B14	6,263,358 B1	07-17-2001	Lee, L.C., <i>et al.</i>	
	B15	6,269,401 B1	07-31-2001	Fletcher, R.A., <i>et al.</i>	
	B16	6,304,892 B1	10-16-2001	Bhoj, P.N., <i>et al.</i>	
	B17	6,308,216 B1	10-23-2001	Goldszmidt, G.S., <i>et al.</i>	
	B18	6,311,175 A1	10-30-2001	Adriaans, P.W., <i>et al.</i>	
	B19	6,356,282 B2	01-31-2002	Roytman, M., <i>et al.</i>	
	B20	6,356,885 A1	08-16-2001	Ross, N., <i>et al.</i>	
	B21	6,363,421 A1	12-13-2001	Barker, W.E., <i>et al.</i>	
	B22	6,397,359 B1	05-28-2002	Chandra, V., <i>et al.</i>	
	B23	6,424,624 B1	07-23-2002	Galand, C., <i>et al.</i>	
	B24	6,446,200 B1	09-03-2002	Ball, S., <i>et al.</i>	
	B25	6,449,603 A1	09-10-2002	Hunter, L.E.	
	B26	6,453,687 B2	01-03-2002	Sharood, J.N., <i>et al.</i>	
	B27	6,456,619 A1	09-24-2002	Sassin, M., <i>et al.</i>	
	B28	6,470,307 A1	10-22-2002	Turney, P.D.	
	B29	6,470,386 B1	10-22-2002	Combar, C.T., <i>et al.</i>	
	B30	6,510,406 A1	01-21-2003	Marchisio, G.B.	
	B31	6,570,867 B1	05-27-2003	Robinson, M.C., <i>et al.</i>	
	B32	6,574,661 B1	06-03-2003	Delano, P.A., <i>et al.</i>	
	B33	6,583,720 B1	06-24-2003	Quigley, M.P.	
	B34	6,633,908 B1	10-14-2003	Leymann, F., <i>et al.</i>	
	B35	6,728,748 B1	04-27-2004	Mangipudi, K., <i>et al.</i>	

Examiner Signature		Date Considered	
-----------------------	--	--------------------	--